

2004146.C
226394

Duke, Daphne

From: Carol Glenck [cglenck@telecomservicebureau.com]
Sent: Thursday, October 14, 2010 9:47 AM
To: CLECreport
Cc: sterry@telecomservicebureau.com
Subject: SCPSC CLEC - Third Quarter Service Quality Report
Attachments: qtr quality report.docx

Attached is the Third Quarter Service Quality Report.

Please call me if you have any questions.

Carol Glenck

State/Federal Tax Compliance
Telecom Service Bureau, Inc.
cglenck@telecomservicebureau.com
(352)433-2116 ext 233
(352)433-2161 fax





SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

**Affordable Phone Services, Inc
THIRD QUARTER - 2010**

	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
Number of Customer Access Lines	7678	6532	6030
Trouble Reports/Access Line (%)	120/1.6%	237/3.6%	352/5.8%
Customer Out of Service Clearing Times (%)	94.5%	93.2%	92.1%
New Installs Completed w/in 5 Days (%)	95.7%	92.8%	94.7%
Commitments Fulfilled (%)	96.8%	95.1%	96.2%

COMMENTS/EXPLANATION:

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offer long distance free of charge to our lifeline customers.

Person Making Report/Contact Information:

Carol Glenck
cglenck@htcoffl.com
(352) 433-2116, ext 233
(352) 433-2161 fax

UNLIMITED LOCAL RESIDENTIAL TELEPHONE SERVICE

2855 S.E. 58TH AVE. OCALA FL 34471 * PHONE 352-369-0999 * TOLL-FREE 877-369-0999 * FAX 352-369-1950